



Company Overview

Name : MyDigital ID Sdn Bhd (1547903-K)

Founded : Year 2024

Address : MRANTI Technology Park, Bukit Jalil, 57000, Kuala Lumpur

Website : www.digital-id.my

MyDigital ID Sdn. Bhd., a subsidiary of MIMOS Berhad, was established on 15 January 2024. Positioned at the forefront of national digital identity management, we offer innovative solutions that enhance security, improve user experience, and build trust in the digital landscape. Committed to excellence and user satisfaction, we are poised to lead the way in the future of digital identity.

Vision

As the National Trusted Digital Platform Provider, ensuring that every individual's digital transactions are secure, seamless, and trustworthy.

Mission

To pioneer the transformation of the nation's digital landscape by consistently innovating and delivering a secure, inclusive, and cutting-edge national trusted digital platform. Dedicated to empowering citizens, businesses, and government entities with a seamless, reliable, and privacy-centric digital experience that fosters trust, accelerates socio-economic progress.

We are currently looking for new talents to fill up the vacancies in the company as we embark into the upcoming phases of MyDigital ID implementation.

For all the below vacancies, **FRESH GRADUATES** are encouraged to apply.

Kindly send your resume to hr_mydid@mimos.my and shenaz.razak@mimos.my.

Thank you and good luck!

Vacancies

1. **SECURITY OPERATION**

1. Head of Security Operation
2. Staff Engineer
3. Senior Engineer

Job Purpose

The Lead Operation Support and Security Engineer ensures the stability and security of MyDigital ID's IT infrastructure by leading a team of support engineers in monitoring, resolving issues, and performing advanced maintenance. This role also upholds security standards by implementing policies, conducting audits, and ensuring compliance with industry best practices.

Key Responsibilities

1. Team Leadership and Process Improvement
 - Lead and mentor a team of Level 1 Support Engineers, providing guidance and technical expertise.
 - Coordinate team activities and ensure efficient handling of support requests and incidents.
 - Conduct regular team meetings and performance reviews.
 - Identify opportunities for process improvements and implement best practices.
 - Develop and maintain standard operating procedures (SOPs) for the team.
 - Stay updated on industry trends and emerging technologies
2. System and Application Monitoring
 - Oversee the monitoring of the performance and health of IT systems and applications
 - Ensure timely detection and reporting of anomalies or potential issues
 - Develop and implement monitoring strategies and tools
3. Issue and User Support
 - Address and resolve complex system and application problems escalated by the support team
 - Provide advanced troubleshooting for critical incidents and user-reported issues
 - Maintain comprehensive documentation of issues and resolutions
 - Serve as an escalation point for user requests and technical assistance
 - Ensure high-quality support and customer service standards are maintained
 - Develop user training materials and conduct training sessions as needed

4. Maintenance

- Plan and perform advanced updates and maintenance on operating systems, applications, and hardware
- Ensure timely application of patches and updates to maintain system security and performance
- Develop maintenance schedules and ensure compliance with best practices

5. Security and Compliance:

- Lead the implementation and enforcement of security policies and procedures
- Oversee security audits and compliance checks
- Ensure all systems adhere to the company's security standards and industry best practices

Qualification

Computer Science & Engineering

2. SYSTEM MONITORING & SUPPORT

1. Engineer 2
2. Engineer 1

Job Scope

To ensure the stability, performance, and reliability of the MyDigital ID systems.

Key Responsibilities

1. Monitoring Infrastructure
 - Implement and maintain monitoring infrastructure components such as servers, networks, databases, and applications. Monitor system metrics, logs, and alerts to identify potential issues proactively.
2. Incident Management
 - Respond promptly to system alerts and incidents, troubleshoot issues, and implement solutions to minimize downtime and disruptions. Follow incident management procedures to escalate and resolve issues effectively.
3. Performance Optimization
 - Analyze system performance data to identify bottlenecks and areas for optimization. Recommend and implement improvements to enhance system performance, scalability, and reliability.
4. Capacity Planning
 - Forecast future resource requirements based on system usage trends and growth projections. Plan and implement capacity upgrades to ensure systems can handle increasing demands without performance degradation.
5. Security Monitoring
 - Monitor security events and alerts to detect and respond to potential security breaches or vulnerabilities. Collaborate with cybersecurity teams to implement security measures and ensure compliance with security policies.
 - Provide technical support and assistance to end-users, including troubleshooting hardware and software issues.

Qualification

Computer Science & Engineering

3. SYSTEM VERIFICATION & VALIDATION

1. Senior Manager
2. Senior Engineer
3. Engineer 1

Job Scope

Support the V&V team in testing software applications to ensure they meet the highest standards of quality. This role involves executing test cases, identifying bugs, and working closely with the development team to resolve issues. The ideal candidate will have a keen eye for detail, strong problem-solving skills, and a passion for delivering high-quality software.

Key Responsibilities

1. Test Plan and Script Development
 - Develop and contribute to the development and improvement of test plans, test cases, and test scripts.
 - Ensure test plans are thorough and align with project requirements
2. Test Case Execution
 - Perform manual and automated testing on software applications to ensure they meet the required standards for mobile apps; both Android and iOS.
 - Perform regression testing to verify that new changes or updates do not affect existing functionality.
 - Utilize various testing tools and frameworks to execute tests and validate functionality.
3. Bug Documentation and Follow-Up
 - Detect and document bugs, inconsistencies, and issues within the software.
 - Maintain detailed records of discovered defects in JIRA and track their resolution status.
 - Communicate findings clearly and effectively to developers and other stakeholders. Work closely with the development team to understand features and ensure comprehensive test coverage.
4. Risk Mitigation and Continuous Automation
 - Stay up-to-date with new testing tools and methodologies.
 - Integrate new tools and methods into current testing processes as appropriate.
 - Conduct a thorough risk assessment, identifying potential vulnerabilities related to the testing process.

Qualification

Computer Science & Engineering

4. CONTRACT MANAGEMENT

1. Assistant Manager
2. Manager

Job Scope

The job revolves around overseeing the contract management process within an organization. This role involves ensuring that contracts are well-drafted, negotiated, and managed throughout their lifecycle. The overall goal of a Contract Management Manager is to ensure that the organization's contracts are well-managed, legally compliant, and contribute positively to the organization's strategic objectives while minimizing risks.

Key Responsibilities:

- **Contract Lifecycle Management:** Oversee the entire lifecycle of contracts, from initiation and drafting to execution, monitoring, and closure.
- **Contract Development:** Collaborate with legal and business teams to develop contracts that align with organizational goals, policies, and legal requirements.
- **Negotiation and Review:** Lead or support contract negotiations, reviewing and assessing terms and conditions to ensure fairness and alignment with organizational objectives.
- **Risk Management:** Identify and assess risks associated with contractual agreements and develop strategies to mitigate these risks.
- **Policy Compliance:** Ensure that all contracts adhere to organizational policies, industry regulations, and legal standards.
- **Stakeholder Collaboration:** Collaborate with various stakeholders, including legal, procurement, finance, and business units, to gather input and ensure contract alignment.
- **Vendor Management:** Manage relationships with external vendors and contractors, ensuring they comply with contractual obligations and deliver on agreed-upon terms.
- **Contract Administration:** Oversee the administrative aspects of contracts, including document management, compliance tracking, and maintaining accurate records.
- **Performance Monitoring:** Monitor contract performance to ensure that all parties fulfil their obligations, and take corrective action if necessary.
- **Dispute Resolution:** Address and resolve disputes or issues that may arise during the contract lifecycle, working towards amicable solutions.
- **Contract Renewals and Extensions:** Manage contract renewals and extensions, renegotiating terms as needed and ensuring continuity of services or partnerships.
- **Budget Management:** Work closely with finance teams to ensure that contracts align with budgetary constraints and financial objectives.
- **Reporting:** Generate regular reports for senior management on the status, risks, and performance of contracts within the organization

Qualification:

- Degree in Business Administration,
- Legal Studies,
- Contract Management, or a related field.
- Advanced degrees or certifications (e.g., Certified Commercial Contracts Manager, Certified Professional Contracts Manager) may be preferred

5. INTEGRATED WORKSTREAM

1. Engineer
2. Senior Engineer

Job Scope

The job purpose of an Integrated Workstream Engineer can vary depending on the industry, organization, and specific projects. Generally, an Integrated Workstream Engineer is responsible for coordinating and integrating different workstreams within a project to ensure seamless collaboration and successful project delivery.

The overall goal of an Integrated Workstream Engineer is to streamline project execution by seamlessly integrating and coordinating different workstreams, ultimately contributing to the successful and timely delivery of complex projects

Key Responsibilities:

- **Order Review:** Receive and review customer orders for new services, upgrades, or modifications to existing services.
- **Workstream Coordination:** Coordinate activities across different workstreams to ensure alignment with the overall project goals and objectives.
- **Project Integration:** Facilitate the integration of various workstreams, ensuring that they complement each other and contribute to the overall project strategy.
- **Collaboration and Communication:** Foster effective collaboration and communication among interdisciplinary teams involved in different workstreams.
- **Interdisciplinary Planning:** Contribute to project planning by aligning the activities and timelines of different workstreams to create a cohesive project plan.
- **Resource Allocation:** Collaborate with project managers and team leads to allocate resources effectively among different workstreams based on project requirements.
- **Timeline Management:** Manage and monitor timelines for each workstream, ensuring that they align with the overall project timeline and milestones.
- **Risk Management:** Identify potential risks and dependencies across workstreams and develop strategies to mitigate these risks to ensure smooth project progression.
- **Documentation:** Maintain comprehensive documentation related to workstream integration, including plans, schedules, and progress reports.
- **Continuous Improvement:** Identify opportunities for process improvement and optimization within and between workstreams.
- **Budget Management:** Contribute to budget planning and management by aligning resource needs and costs across different workstreams.
- **Change Management:** Manage changes or adjustments in project scope, timelines, or requirements, ensuring that these changes are communicated and integrated effectively.

Qualification:

- Degree in Business Administration,
- Legal Studies,
- Contract Management, or a related field.
- Advanced degrees or certifications (e.g., Certified Commercial Contracts Manager, Certified Professional Contracts Manager) may be preferred

6. PMIS, TOOLS AND SUPPORT

1. Senior Executive

Job Scope

The job purpose of a PMIS (Project Management Information System), Tools, and Support Senior Executive revolves around overseeing the effective implementation and management of project management tools and systems within an organization.

This role is critical for ensuring that project teams have the necessary tools, technology, and support to streamline project processes, enhance collaboration, and achieve project objectives.

The overarching goal of a PMIS, Tools, and Support Senior Executive is to facilitate efficient and effective project management practices by implementing and maintaining robust project management tools and systems. This role contributes to the success of projects by providing the necessary technological infrastructure and support for project teams to deliver high-quality outcomes.

Key Responsibilities :

- **PMIS Implementation:** Lead the implementation of the PMIS, ensuring that it aligns with organizational goals, project management methodologies, and industry best practices. Collaborate with stakeholders to define requirements and configure the system accordingly.
- **Tool Selection and Evaluation:** Identify, evaluate, and recommend project management tools and software that best suit the organization's needs. Stay informed about industry trends and emerging tools to continuously enhance the organization's project management capabilities.
- **Customization and Configuration:** Customize and configure project management tools to align with the specific requirements and workflows of different projects and project teams. Ensure that tools capture relevant project data and metrics for analysis.
- **Training and Development:** Develop and deliver training programs for project teams to ensure effective utilization of project management tools. Provide ongoing education and support to enhance the skillset of project managers and team members.
- **User Support:** Offer user support for project management tools, addressing inquiries, issues, and challenges faced by project teams. Collaborate with IT support teams to resolve technical issues promptly.
- **Data Management and Reporting:** Oversee data management within the PMIS, ensuring the accuracy, integrity, and consistency of project information. Develop and generate reports to provide insights into project performance and key metrics.
- **Integration with Other Systems:** Facilitate the integration of project management tools with other organizational systems (e.g., communication tools, document management systems) to enhance collaboration and efficiency. Ensure seamless data flow between different systems.

- **Continuous Improvement:** Identify opportunities for continuous improvement in project management processes, tools, and systems. Implement enhancements to the PMIS based on feedback, changing project requirements, and advancements in technology.
- **Security and Compliance:** Ensure that project management tools comply with security and data protection standards. Implement and monitor access controls to safeguard sensitive project information.
- **Adoption Strategies:** Develop and implement strategies to promote widespread adoption of project management tools among project teams. Monitor and assess user adoption rates and address any barriers to adoption.
- **Documentation:** Maintain comprehensive documentation for project management tools, including user guides, configurations, and system architecture. Ensure documentation is accessible and up-to-date.
- **Technology Roadmap:** Develop and maintain a technology roadmap for project management tools, outlining future enhancements and upgrades. Stay abreast of emerging technologies that can positively impact project.

Qualification:

- Degree in a relevant field such as Information Technology, Computer Science
- Business Administration, or a related discipline
- A master's degree or additional certifications may be advantageous

7. PROJECT SERVICES

1. Engineer 2
2. Senior Engineer

Job Scope

Project Services Engineer involves in overseeing and contributing to various aspects of software projects, from initiation to completion. This role encompasses project planning, coordination, and technical implementation, ensuring that software projects meet their objectives and align with organizational goals.

The overarching goal of a Project Services Engineer is to contribute to the successful planning, development, and deployment of software projects, ensuring they align with organizational objectives and meet the expectations of clients and stakeholders.

Key Responsibilities:

- **Project Planning:** Collaborate with stakeholders to define project scopes, objectives, timelines, and resource requirements. Develop comprehensive project plans outlining tasks, milestones, and deliverables.
- **Requirement Analysis:** Work closely with clients and end-users to gather, analyse, and document project requirements. Ensure a clear understanding of client needs and expectations.
- **Technical Planning and Architecture:** Participate in technical planning, including system architecture design and technology selection. Ensure that technical decisions align with project goals and organizational standards.
- **Team Coordination:** Coordinate and lead cross-functional teams, including developers, testers, and other specialists. Allocate tasks and responsibilities to team members based on their skills and project requirements.
- **Technical Implementation:** Contribute to the technical implementation of software solutions, potentially involving coding, scripting, or other development activities. Ensure that the development process follows best practices and coding standards.
- **Quality Assurance:** Implement and oversee quality assurance processes, including code reviews and testing strategies. Ensure that software solutions meet specified standards and requirements.
- **Project Execution:** Manage and oversee the execution of software projects, ensuring that they are completed within scope, on time, and within budget. Monitor progress and adjust plans as necessary to meet project goals.
- **Client Interaction:** Interact with clients to provide updates, gather feedback, and address any concerns or changes in project requirements. Manage client expectations and maintain positive relationships.
- **Documentation:** Create and maintain project documentation, including technical specifications, user manuals, and progress reports. Ensure that documentation is comprehensive and accessible to relevant stakeholders.
- **Risk Management:** Identify potential risks associated with the project and develop strategies to mitigate and manage those risks. Proactively address issues that may impact project timelines or deliverables.

Qualification :

- Degree in Computer Science
- Software Engineering, or a related field.
- Advanced degrees may be preferred for senior roles.

8. SYSTEM INTEGRATION AND IMPLEMENTATION, DEPLOYMENT

1. Senior Executive
2. Assistant Manager

Job Scope :

System Integration and Implementation, Deployment Senior Executive/Assistant Manager involves overseeing the integration and implementation of complex systems within an organization. This role is critical in ensuring that various software applications, hardware components, and IT systems work seamlessly together to meet business objectives.

The System Integration and Implementation, Deployment Senior Executive/Assistant Manager plays a pivotal role in ensuring that technology solutions are effectively integrated, deployed, and aligned with organizational objectives, contributing to the overall efficiency and success of the business.

Key Responsibilities:

- System Integration Planning: Develop comprehensive plans for the integration of software applications, hardware components, and IT systems. Collaborate with stakeholders to understand integration requirements and objectives.
- Implementation Strategy Development: Create and execute strategies for the successful implementation of new systems or upgrades to existing systems. Align implementation plans with organizational goals and priorities.
- Deployment Management: Oversee the deployment process, including the installation, configuration, and testing of software and hardware components. Ensure that deployment activities are executed with minimal disruption to ongoing operations.
- Cross-Functional Collaboration: Collaborate with cross-functional teams, including IT professionals, department heads, and external vendors, to ensure a cohesive approach to system integration and implementation. Facilitate effective communication and coordination among team members.
- Technical Leadership: Provide technical leadership throughout the system integration and implementation projects. Guide the team through the design, development, and deployment phases, ensuring adherence to best practices.
- Risk Identification and Mitigation: Identify potential risks associated with system integration and implementation and develop strategies for risk mitigation. Monitor the progress of projects and address any issues that may arise during the integration process.
- Quality Assurance: Implement quality assurance processes to ensure that integrated systems meet performance, security, and reliability standards. Conduct thorough testing to identify and resolve any issues before full deployment.
- Documentation Management: Create and maintain comprehensive documentation related to system integration and implementation processes. Ensure that documentation is up-to-date, accessible, and serves as a knowledge base for the team.

- Scalability Planning: Plan for the scalability of integrated systems to accommodate future growth and changing business needs. Anticipate and address potential scalability challenges.

Qualification:

- Degree in Computer Science
- Information Technology
- Engineering, or a related field.

9. BACKEND DEVELOPER

Job Scope :

The job purpose of a backend developer is to design, implement, and maintain the server-side logic, databases, and infrastructure of web applications. Backend developers play a crucial role in ensuring that the server-side of an application functions smoothly, securely, and efficiently.

The backend developer's role is critical for the overall functionality, performance, and security of web applications. They collaborate with frontend developers, designers, and other stakeholders to deliver a seamless and robust user experience. The backend development process involves a combination of technical expertise, problem-solving skills, and collaboration to create scalable and efficient server-side solutions.

Key Responsibilities :

- **Server-Side Logic:** Develop and implement server-side logic to handle the business rules, data processing, and overall functionality of the application.
- **Database Management:** Design, implement, and maintain databases, ensuring efficient storage, retrieval, and management of data. This includes creating database schemas, writing queries, and optimizing database performance.
- **API Development:** Create and maintain APIs (Application Programming Interfaces) that allow seamless communication between the frontend and backend components of the application.
- **Infrastructure Management:** Manage and optimize the backend infrastructure, including servers, databases, and other necessary components. This may involve working with cloud platforms or on-premises infrastructure.
- **Scalability and Performance:** Design the backend architecture with scalability in mind to accommodate growing user bases and ensure optimal performance under varying workloads.
- **Security Implementation:** Implement security measures to protect the backend infrastructure, databases, and sensitive data from unauthorized access or attacks. This includes encryption, authentication, and authorization mechanisms.
- **Integration of Third-Party Services:** Integrate third-party services, APIs, and components to enhance the functionality and features of the application.
- **Data Validation and Verification:** Implement robust data validation and verification processes to ensure the integrity and accuracy of data stored and processed on the backend.
- **Server-Side Rendering:** Implement server-side rendering for web applications to improve performance and optimize the initial page load.
- **Authentication and Authorization:** Develop and implement secure authentication and authorization mechanisms to control access to backend resources and protect user data.

- Collaboration with Frontend Developers: Collaborate closely with frontend developers to ensure smooth integration between the frontend and backend components of the application.
- Code Optimization: Optimize backend code for performance, efficiency, and maintainability. This may involve profiling and refining code to enhance overall system responsiveness.
- Collaboration with DevOps: Work closely with DevOps teams to optimize deployment processes, monitor system health, and implement infrastructure as code practices for improved scalability and efficiency.

Qualification:

- Degree in Computer Science,
- Software Engineering

10. SOFTWARE QUALITY ASSURANCE (QA)

1. Engineer

Job Scope :

The job purpose of a Software Quality Assurance (QA) Engineer is to ensure that software products meet specified quality standards and requirements before they are released to end-users or customers.

The role is critical in the software development lifecycle and involves various responsibilities to guarantee the reliability, functionality, and performance of the software. Software QA Engineer plays a crucial role in delivering high-quality software products, minimizing defects, and ensuring a positive user experience.

The ultimate goal is to contribute to the success of the software development process and the overall success of the organization.

Key Responsibilities

- **Test Planning:** Develop comprehensive test plans outlining the testing approach, scope, resources, schedule, and deliverables for a software project.
- **Requirement Analysis:** Analyse project requirements, user stories, and design specifications to understand the functionality of the software being developed.
- **Test Case Design:** Create detailed test cases that cover various scenarios to verify that the software meets specified requirements.
- **Regression Testing:** Perform regression testing to ensure that new changes or features do not introduce defects in existing functionality.
- **Defect Identification and Reporting:** Identify and document defects or issues discovered during testing. Provide clear and detailed defect reports to developers for resolution.
- **Security Testing:** Assess the security of the software by conducting security testing to identify vulnerabilities and weaknesses.
- **Documentation:** Maintain comprehensive documentation of test cases, test plans, and test results. Keep track of changes made during the testing process.

Qualification:

- Degree in Computer Science
- Software Engineering
- Information Technology, or equivalent

11. CERTIFICATE AUTHORITY (CA) SYSTEM

1. Senior Engineer
2. Staff Engineer

Job Scope

The job purpose of a Certificate Authority System Senior/Staff Engineer revolves around overseeing, designing, implementing, and maintaining the Certificate Authority (CA) infrastructure within an organization.

The role involves managing the security and integrity of digital certificates, cryptographic keys, and related systems. The role of a Certificate Authority System Senior/Staff Engineer is critical for maintaining the security and trustworthiness of digital communications within an organization.

It requires a deep understanding of cryptographic principles, security protocols, and industry standards related to digital certificates and PKI. Additionally, effective collaboration with various teams and continuous monitoring of security landscapes are essential aspects of the job.

Key Responsibilities :

- CA System Design and Implementation: Design and implement the Certificate Authority system, ensuring it aligns with security policies, industry standards, and organizational requirements.
- Certificate Lifecycle Management: Oversee the entire lifecycle of digital certificates, including issuance, renewal, revocation, and expiration.
- Cryptographic Key Management: Manage the generation, distribution, rotation, and retirement of cryptographic keys, maintaining the integrity and security of the cryptographic infrastructure.
- Security Policy Development: Contribute to the development and enforcement of security policies and procedures related to digital certificates, cryptographic keys, and the overall Public Key Infrastructure (PKI).
- Compliance Management: Ensure compliance with industry regulations, standards (such as X.509), and security frameworks governing digital certificates and PKI.
- Risk Assessment: Conduct risk assessments related to the CA system and cryptographic infrastructure, identifying vulnerabilities and implementing mitigation strategies.
- Incident Response: Develop and implement incident response plans for security incidents involving digital certificates, cryptographic keys, or the CA system.
- Security Audits and Assessments: Perform regular security audits and assessments of the CA system, identifying weaknesses and implementing corrective actions.
- Collaboration: Collaborate with other cybersecurity and IT teams to integrate the CA system securely within the broader organizational infrastructure

- Security Research: Stay informed about emerging technologies, security threats, and industry trends related to digital certificates, PKI, and cryptographic systems.

Qualification:

- Degree in Computer Science

12. CORE TECHNOLOGY

1. Engineer

Job Scope

The core technology engineer is responsible for the development, implementation, and maintenance of foundational technologies and systems that form the backbone of an organization's infrastructure.

The role of a Core Technology Engineer involves actively participating in the creation and upkeep of fundamental technologies essential for sustaining an organization's comprehensive IT infrastructure.

This contribution is crucial for facilitating the effective delivery of products and services. This role often involves a combination of technical expertise, strategic thinking, and collaboration with various teams to ensure the efficiency, security, and scalability of core technology components.

Key Responsibilities :

- **System Integration:** Collaborating on the seamless integration of core technologies within the organization's IT infrastructure.
- **Development and Maintenance:** Contributing to the ongoing development and maintenance of foundational technologies to ensure optimal performance and reliability.
- **Upgrades and Enhancements:** Keeping abreast of technological advancements and implementing upgrades or enhancements to existing core technologies when necessary.
- **Continuous Improvement:** Actively participating in continuous improvement initiatives to enhance the overall efficiency and effectiveness of core technology integration processes.
- **Security Compliance:** Ensuring that integrated technologies adhere to security standards and compliance requirements, implementing necessary measures to safeguard against potential vulnerabilities.
- **Documentation:** Creating and maintaining comprehensive documentation related to core technology integration processes, configurations, and troubleshooting procedures.

Qualification:

- Degree in Computer Science, Information Technology Electrical Engineering

13. FRAMEWORK INTEGRATION

1. Engineer

Job Scope

A Framework Integration Engineer is responsible for integrating and maintaining software frameworks within a larger software ecosystem. The specific duties and responsibilities may vary based on the industry, organization, and the nature of the software being developed.

The ultimate goal of a Framework Integration Engineer is to enable a smooth and efficient software development process by seamlessly integrating and maintaining software frameworks within the larger development ecosystem.

This role is crucial for ensuring that the technology stack is well-optimized, scalable, and aligned with the project's goals and requirements.

Key Responsibilities :

- **Integration Planning:** Collaborate with system architects and stakeholders to plan the integration of software frameworks into the overall software development environment.
- **Framework Selection:** Evaluate and select appropriate software frameworks based on project requirements, considering factors such as functionality, scalability, and compatibility.
- **Configuration and Customization:** Configure and customize software frameworks to align with the specific needs and architecture of the software project.
- **Optimization:** Identify opportunities for performance optimization within the integrated frameworks and implement improvements to enhance efficiency.
- **Compatibility Testing:** Conduct thorough compatibility testing to ensure that integrated frameworks work seamlessly with other components of the software system.
- **Scalability Assessment:** Assess the scalability of integrated frameworks to ensure they can handle increasing workloads and data volumes.

Qualification:

- Degree in Computer Science

14. MOBILE APP DEVELOPER

Job Scope

The job purpose of a Mobile App Developer revolves around designing, developing, and maintaining mobile applications for various platforms, such as iOS and Android. Mobile App Developers play a crucial role in creating software that meets user needs, delivers a positive user experience, and aligns with the goals of the organization.

The ultimate goal of a Mobile App Developer is to contribute to the creation of high-quality mobile applications that meet user expectations, enhance the organization's brand, and contribute to the success of mobile-based projects.

Key Responsibilities:

- **Requirements Analysis:** Collaborate with stakeholders, including product managers and designers, to understand project requirements and user needs.
- **App Design:** Participate in the design process, contributing insights into the user interface (UI) and user experience (UX) design, and ensuring feasibility from a development perspective.
- **Coding and Development:** Write clean, efficient, and maintainable code for mobile applications, following best practices and adhering to coding standards.
- **Platform Selection:** Choose the appropriate development platform based on project requirements, considering factors like iOS, Android, or cross-platform frameworks (e.g., React Native, Flutter).
- **Cross-Platform Development:** Develop applications that may run on multiple platforms, utilizing cross-platform development frameworks to minimize code duplication.
- **Programming Languages:** Use programming languages such as Swift or Objective-C for iOS development, and Kotlin or Java for Android development.
- **UI/UX Implementation:** Implement user interfaces and user experiences based on design specifications, ensuring a visually appealing and user-friendly application.
- **Integration with Backend Services:** Integrate mobile applications with backend services, databases, and APIs to enable data exchange and support app functionality.
- **Testing:** Conduct thorough testing of mobile applications, including unit testing, integration testing, and user acceptance testing, to identify and address any issues or bugs.
- **Debugging:** Debug and troubleshoot issues within the codebase, resolving bugs and ensuring the application runs smoothly.
- **Release Management:** Manage the release process, including deploying applications to app stores, addressing any pre-launch requirements, and ensuring a smooth rollout.
- **Compliance:** Ensure that mobile applications comply with platform-specific guidelines, industry standards, and legal requirements.

Qualification:

- Degree in Computer Science

15. NETWORK INFRASTRUCTURE

1. Engineer / Senior/Staff Engineer

Job Scope :

The Network Infrastructure Engineer is to design, implement, maintain, and optimize an organization's network infrastructure. This role is essential for ensuring the efficient and secure flow of data within an organization's IT environment.

The Network Infrastructure Engineer plays a crucial role in maintaining a robust and reliable network that supports the organization's business objectives while meeting security and performance standards. The scope of responsibilities may vary based on the organization's size, industry, and specific IT requirements.

Key Responsibilities :

- **Network Design:** Collaborate with stakeholders to design and plan network architectures that meet the organization's requirements for performance, scalability, and security.
- **Implementation and Deployment:** Deploy and configure network hardware and software components, including routers, switches, firewalls, load balancers, and other networking devices.
- **Network Security:** Implement security measures to safeguard the organization's network, including firewalls, intrusion detection/prevention systems, and VPN solutions.
- **Performance Optimization:** Monitor and optimize network performance to ensure efficient data transmission and minimal downtime.
- **Troubleshooting and Issue Resolution:** Identify and resolve network issues promptly, conducting thorough troubleshooting and collaborating with other IT teams as needed.
- **Network Upgrades and Expansions:** Plan and execute network upgrades and expansions to accommodate the organization's growing needs and technological advancements.
- **Documentation:** Maintain accurate documentation of network configurations, changes, and procedures to ensure a comprehensive and up-to-date reference.
- **Capacity Planning:** Conduct capacity planning to anticipate future network requirements and ensure that the infrastructure can support organizational growth.

Qualification:

- Degree in Computer Science

16. PROVISIONING

1. Engineer
2. Senior
3. Staff Engineer

Job Scope :

A Provisioning Engineer plays a crucial role in the telecommunications and network service industry. The job purpose involves facilitating the activation and provisioning of services for customers.

The overall goal of a Provisioning Engineer is to ensure a smooth and efficient process for delivering telecommunication and network services to customers while meeting quality standards and adhering to industry regulations.

The role is critical in providing a positive experience for customers and maintaining the integrity of the service delivery infrastructure.

Key Responsibilities :

- Order Review: Receive and review customer orders for new services, upgrades, or modifications to existing services.
- Configuration Management: Configure network devices, equipment, and software based on customer requirements and service specifications.
- Service Activation: Facilitate the activation of telecommunications and network services, ensuring that customer orders are processed accurately and in a timely manner.
- Capacity Planning: Collaborate with capacity planning teams to ensure that network resources are allocated efficiently to meet current and future demand.
- Quality Assurance: Conduct quality checks to ensure that provisioned services meet specified standards, performance criteria, and customer expectations.
- Troubleshooting: Address any issues or discrepancies that may arise during the provisioning process, collaborating with other teams such as technical support or network operations.
- Adherence to Service Level Agreements (SLAs): Ensure that provisioning activities adhere to agreed-upon SLAs, meeting deadlines and service delivery timelines.
- Documentation: Maintain accurate records and documentation of customer orders, configurations, and provisioning activities.

Qualification:

- Degree in Telecommunications
- Network Engineering
- Information Technology, or a related field

17. SECURITY OPERATION CENTER (SOC)

1. Engineer
2. Senior Engineer
3. Staff Engineer

Job Scope

The job purpose of a Security Operations Center (SOC) Engineer is centered around monitoring, analyzing, and responding to security incidents within an organization's IT infrastructure. SOC Engineers play a crucial role in maintaining the security posture of an organization by actively monitoring for security threats, investigating incidents, and implementing measures to prevent and mitigate security risks.

The overarching goal of a SOC Engineer is to contribute to the overall cybersecurity strategy, protect organizational assets, and respond effectively to security incidents to minimize potential risks and impact.

The role requires a combination of technical expertise, analytical skills, and a proactive approach to cybersecurity.

Key Responsibilities :

- Security Monitoring: Continuously monitor security alerts and events generated by security tools, network devices, and applications.
- Incident Detection: Detect and identify security incidents, including unauthorized access, malware infections, and other suspicious activities.
- Incident Analysis: Conduct in-depth analysis of security incidents to determine the root cause, scope, and potential impact on the organization.
- Incident Response: Respond promptly to security incidents by following established incident response procedures, containing the incident, and implementing remediation measures.
- Security Information and Event Management (SIEM): Utilize SIEM tools to aggregate, correlate, and analyse security event data from various sources.
- Threat Intelligence Integration: Integrate threat intelligence feeds to enhance the understanding of current cyber threats and improve proactive threat detection.
- Vulnerability Management: Participate in vulnerability management processes, including scanning, assessment, and remediation of security vulnerabilities.
- Log Analysis: Analyse logs and security events to identify patterns, anomalies, and indicators of compromise (IoCs).
- Security Tool Management: Manage and configure security tools such as intrusion detection systems (IDS), firewalls, antivirus solutions, and other security-related technologies.
- Collaboration with IT Teams: Collaborate with IT teams to implement security measures, review configurations, and ensure the security of network infrastructure and systems

Qualification:

- Degree in Computer Science
- Information Security, Cybersecurity, or a related field.

18. **SENIOR LEGAL EXECUTIVE**

Job Scope:

The Senior Legal Executive is responsible for overseeing and managing all legal affairs of the company, ensuring compliance with laws and regulations, and providing strategic legal advice to senior management. This role involves drafting, reviewing, and negotiating contracts, handling litigation, and managing corporate governance matters.

Key Responsibilities:

Document Preparation and Contract Management:

- Draft, review, and negotiate a wide range of contracts including software licenses, service agreements, NDAs, and vendor contracts.
- Ensure contracts are in compliance with legal requirements and company policies.
- Manage the contract lifecycle and maintain an organized repository of all agreements.
- Corporate Governance: Oversee corporate governance matters, including board resolutions, minutes, and corporate filings.
- Advise on issues related to corporate structure and mergers and acquisitions.
- Ensure the company complies with statutory and regulatory requirements.
- Compliance and Risk Management: Ensure the organization's activities comply with laws and regulations.
- Identify potential legal risks and provide recommendations for mitigation.
- Administrative Support: Perform administrative tasks such as filing, photocopying, and managing calendars.
- Support the legal team with various administrative duties as required.

19. PARTNERS & STAKEHOLDER MANAGEMENT

1. Executive
2. Manager
3. Senior Manager

Job Scope

The job purpose of a Partners & Stakeholder Management Manager revolves around developing and managing strategic partnerships, collaborations, and business ventures to drive growth, innovation, and mutually beneficial outcomes for the organization for Private/Government. The Partners & Stakeholder Management Manager plays a crucial role in fostering collaboration, driving innovation, and expanding the organization's reach and impact through strategic partnerships and business ventures. The success of this role contributes significantly to the organization's growth and sustainability in a dynamic business environment.

Key Responsibilities :

- Strategic Partnership Development: Identify and evaluate potential strategic partners that align with the organization's goals and objectives. Develop a strategic partnership roadmap based on the organization's growth strategy.
- Venture Identification and Evaluation: Explore and assess opportunities for new business ventures, joint ventures, and collaborations. Conduct feasibility studies and due diligence for potential ventures.
- Negotiation and Deal Structuring: Lead negotiations with potential partners and structure deals that align with the organization's interests. Collaborate with legal and finance teams to finalize contractual agreements.
- Relationship Building: Cultivate and maintain strong relationships with existing and potential partners. Serve as the primary point of contact for partners, addressing their needs and concerns.
- Cross-Functional Collaboration: Collaborate with cross-functional teams, including marketing, sales, product development, and legal, to ensure successful implementation and integration of partnerships.
- Risk Management: Assess and manage risks associated with partnerships and ventures, developing strategies to mitigate potential negative impacts.
- Due Diligence: Conduct due diligence processes for potential partners and ventures, evaluating financial, legal, and operational aspects.
- Financial Analysis: Analyse financial aspects of potential partnerships and ventures to assess feasibility, profitability, and return on investment.
- Innovation and Growth Strategy: Contribute to the development of the organization's innovation and growth strategy through strategic partnerships and ventures.
- Crisis Management: Develop contingency plans for potential crises or challenges that may arise in the context of partnerships and ventures.
- Stakeholder Management: Collaborate with internal teams, including finance, legal, marketing, and operations, to ensure effective coordination and alignment with partnership and venture goals.

Communicate with external stakeholders, such as investors, partners, and regulatory bodies, to ensure transparency and compliance.

Qualification:

- Degree in Marketing/Business
- Business Development, Business and Sales Management or a related field.

20. PUBLIC RELATION (PR) & COMMUNICATION

1. Assistant Manager
2. Manager

Job Scope

To oversee, manage and execute the communication strategies of an organisation, ensuring effective external and internal communication. This role play a crucial part in shaping the communication narrative and public image of the organisation, building positive relationships with key stakeholders, managing the flow of information, and ensuring that communication efforts align with the overall strategic goals of the company.

Key Responsibilities

- Strategic Communication:
 - Develop and implement comprehensive communication strategies aligned with organisational goals and objectives.
 - Identify key messages and themes to convey to different target audiences.
 - Create compelling narratives to convey key messages and enhance brand perception.
 - Collaborate with internal teams to ensure consistency in messaging across all channels.
 - Ensure cost-effective use of resources while achieving communication goals.
 - Implement tools and metrics to measure the effectiveness of PR and communication strategies.
 - Analyse data to make informed decisions and adjustments to communication plans.
- Crisis Communication:
 - Develop crisis communication plans to manage and mitigate reputational risks.
 - Act as the point of contact and spokesperson during crises situations, providing timely and accurate information.
 - Collaborate with leadership to mitigate reputational risks and uphold organisational integrity.
- Media Relations:
 - Cultivate and maintain positive relationships with media outlets, journalists, and influencers.
 - Handle media inquiries and requests, serving as a spokesperson for the organisation.
 - Proactively pitch stories and secure media coverage to increase visibility.
 - Monitor media coverage and respond to inquiries, ensuring accurate representation of the organisation.
- Content Creation:
 - Develop and produce compelling content for various platforms, including speeches, press releases, articles, blog posts, website, and social media.

- Create engaging visual and written materials to support communication initiatives.
- Develop and maintain a content calendar to ensure a consistent and timely flow of information.
- Ensure consistent and coherent messaging across all communication channels.
- Stakeholder Management:
 - Manage relationships with government bodies and regulatory authorities.
 - Stay informed about industry regulations and advocate for the organisation's interests.
 - Engage with key stakeholders, including government, partners, employees, and the public. Build and maintain positive relationships with stakeholders to foster trust and loyalty.
 - Engage with local communities and participate in corporate social responsibility initiatives.
 - Build a positive image for the organisation in the communities it serves.
 - Be a Spokesperson in delivering information at various platforms.

Qualification

- Degree in Public Relation, Mass Communication, Journalism, or a related field.
- Experienced working in a Government agency will be an advantage.

21. PROMOTION & ENGAGEMENT

1. Executive
2. Senior Executive
3. Assistant Manager

Job Scope

The job purpose involves overseeing, contributing and executing various aspects of marketing/ promotion, communication, and audience engagement initiatives for the organisation. It plays a role in developing and executing innovative marketing and promotional campaigns to enhance brand visibility, drive engagement, and foster meaningful connections with our target audience. This multifaceted role requires a blend of creativity, analytical skills, and a passion for building strong stakeholder relationships and vendor management.

Key Responsibilities

- Marketing Strategy:
 - Develop and implement comprehensive marketing strategies aligned with organisational goals and target audience.
 - Collaborate with cross-functional teams to align marketing initiatives with launches, events, and overall business objectives.
- Campaign Planning and Execution:
 - Plan, execute, and manage marketing campaigns across various channels, including digital media, print, events, and partnership, while ensuring consistency with brand messaging and objectives.
 - Create compelling promotional materials, such as advertisements, brochures, and online content, to drive brand awareness and customer/ stakeholder acquisition.
- Content Creation:
 - Work closely with relevant teams to develop engaging and relevant marketing collaterals.
 - Create engaging and relevant content for various marketing channels, including social media, email, blogs, and website.
 - Creation and development of ATL, BTL, and other materials.
- Event Management:
 - Plan, coordinate and execute marketing-related events, launches, and promotional activities to enhance brand visibility.
 - Manage logistics, collaborate with vendors, and ensure seamless execution of events to maximise brand exposure.
- Audience Engagement:
 - Engage target audience, foster positive interactions, and build brand loyalty via various platforms and engagement activities.
 - Build and nurture relationships with stakeholders through targeted engagement initiatives.
- Digital Marketing:
 - Execute digital marketing initiatives, including social media marketing, email marketing, online advertising, and SEO/ SEM.
 - Collaborate with the social media team to optimise online presence and drive traffic through various digital channels.

Qualification

- Degree in Marketing, Communications, Business, or a related field.
- Experienced working in a Government agency will be an advantage.

22. DIGITAL & SOCIAL MEDIA CONTENT

1. Executive
2. Senior Executive

Job Scope

The job revolves around managing and executing digital content strategies to enhance the online presence of an organisation, build brand awareness, engage with the targeted audience, and support overall marketing and communication goals. It requires developing and implementing engaging multimedia content across various digital platforms, with primary focus on social media. This role requires blend of artistic creativity, technical proficiency, good copywriting, and a strategic mind set to enhance the brand presence and engage the targeted audience effectively.

Key Responsibilities

- Social Media Management:
 - Develop and implement comprehensive social media strategies in alignment with overall marketing and communication goals.
 - Manage and curate content for all social media platforms, ensuring consistency with brand messaging and visual identity.
 - Plan and execute social media campaigns to drive engagement, increase followers, and meet marketing objectives.
 - Monitor social media trends, audience behaviours, and activities for informed content strategy.
- Platform Management:
 - Manage and optimise social media profiles on platforms such as Facebook, Instagram, TikTok, X, LinkedIn, YouTube, and others.
- Audience Engagement:
 - Actively engage with the audience by responding to comments, messages, and mentions, fostering a positive and interactive community.
- Influencer Collaboration:
 - Identify, engage and collaborate with KOLs, influencers, and brand advocates to expand reach and credibility.
- Photography & Videography:
 - Capture high-quality photos and videos for various purposes with focus on social media.
 - Edit and enhance multimedia content to meet branding standards and maintain a consistent visual aesthetic.

Qualification

- Degree in Multimedia, Digital Marketing, Social Media Management, Communication, Public Relation, or a related field.
- Ability to edit a multimedia content will be an advantage.

23. MULTIMEDIA, MOTION & GRAPHIC

1. Junior Designer
2. Senior Designer

Job Scope

Responsible for creating visually stunning and innovative multimedia content that communicates and enhances the company's brand, marketing, and communication efforts. This role involves design and production of graphics, animations, and videos for various platforms, including web, social media, and other digital media. This require artistic creativity, creative thinking, technical proficiency with excellent design skills and passion for multimedia storytelling.

Key Responsibilities

- Multimedia Design:
 - Create and design multimedia content including animations, video graphics, and interactive elements for various platforms.
 - Develop compelling motion graphics and animations for marketing campaigns, social media, and website content.
- Graphic Design:
 - Design high-quality graphics, illustrations, and layouts for print and digital media.
 - Ensure consistency in brand aesthetics and visual standards across all projects.
- Video Production:
 - Produce, edit, and finalise video content for promotional, educational, and informational purposes.
 - Work on video shoots as needed, including setting up lighting, audio, and camera equipment.
- Photography & Videography:
 - Capture high-quality photos and videos for various purposes, including launches, events, and promotional materials.
 - Edit and enhance multimedia content to meet branding standards and maintain a consistent visual aesthetic.
- Project Management:
 - Manage multiple design projects simultaneously; ensuring deadlines are met.
 - Collaborate with cross-functional teams including marketing, content, and other development to deliver cohesive multimedia projects.
- Innovation and Trends:
 - Stay up-to-date with industry trends, tools, and software to ensure cutting-edge design solutions.
 - Continuously explore new techniques and technologies to improve the creative process.

Qualification

- Degree in Graphic Design, Multimedia Design, Animation, or related field.
- Proficiency in design software such as Adobe Creative Suite (After Effects, Premiere Pro, Illustrator, Photoshop, etc.).
- Experience with 3D animation and modelling software (eg. Cinema 4D, Blender).
- Strong portfolio demonstrating a range of multimedia, motion graphics, and graphic design projects.
- Knowledge of UX/UI design principles.
- Experience with video production, including shooting, editing, and post-production.
- Experienced working in/for a media house will be an added advantage.

24. PROJECT MANAGER

Job Scope:

Acts as the central communication hub, facilitating coordination among cross-functional teams, clients, and vendors to promote collaboration and address challenges. Oversees and manage project execution, ensuring resources are utilized efficiently and objectives are met. This role encompasses strategic planning, risk management, and stakeholder engagement, guaranteeing that project milestones are achieved within the agreed-upon time, budget, and quality standards.

Key Responsibilities:

- **Project Planning and Strategy:** Develop detailed project plans including scope, budget, and timeline. Set strategic goals and objectives, and determine project requirements and necessary resources.
- **Team Leadership and Development:** Lead, motivate, and manage project teams across multiple disciplines, fostering a collaborative environment. Provide guidance and mentorship to team members, promoting professional growth.
- **Stakeholder Management:** Serve as the primary point of contact for all project stakeholders. Communicate effectively with stakeholders at all levels, including clients, project sponsors, and team members to ensure alignment and address concerns.
- **Risk Management:** Identify potential project risks and develop mitigation strategies. Proactively manage and minimize risk throughout the life of the project.
- **Quality Assurance:** Oversee the quality control process to ensure that project deliverables meet or exceed expectations. Implement quality standards and monitor the outputs of the project against these criteria.
- **Reporting and Documentation:** Maintain comprehensive project documentation and provide regular project updates to senior management and other stakeholders. Ensure documentation is clear, detailed, and useful for future referencing.
- **Change Management:** Manage changes to the project scope, schedule, and costs, using appropriate verification techniques. Ensure all changes are documented and communicated to all stakeholders.
- **Communication:** Maintaining the cohesiveness of team members, ensuring that the team functions effectively and collaborates well to achieve project goals. This includes ensuring clear communication, foster collaboration and teamwork, resolve conflicts, motivate, recognize and lead by example.
- **Problem Solving:** Troubleshoot and resolve complex issues that arise during the project lifecycle. Apply analytical skills and a systematic approach to problem resolution.
- **Compliance and Standards:** Ensure project compliance with industry standards, legal regulations, and company policies. Stay updated on industry trends and adjust project management practices accordingly.

- Closure and Evaluation: Successfully close projects by ensuring all phases are completed on time and within budget. Conduct project post-mortems and create a recommendations report in order to identify successful and unsuccessful project elements.

Qualifications:

- Bachelor's degree in Information Technology, Computer Science, Engineering, or a related field
- Project Management Professional (PMP) or similar certification is an advantage
- 5-8 years of experience in IT project management or related roles.
- Proven track record of successfully managing IT projects from initiation to completion.
- Strong understanding of IT infrastructure, software development, and technical aspects.
- Excellent leadership, communication, and problem-solving skills.
- Ability to manage project budgets and timelines effectively.
- Proficiency in project management software and tools.
- Ability to manage multiple projects simultaneously.
- Commitment to continuous learning and staying updated with industry trends.

Preferred Skills:

- Profound knowledge of project management principles, methodologies (e.g., Agile, Waterfall), and tools (e.g., Microsoft Project)
- Strong analytical and problem-solving skills to address project challenges.
- Excellent verbal and written communication skills to interact with technical and non-technical stakeholders
- Skills in creating detailed reports and maintaining thorough documentation that meets organizational standards.